



Memorandum

To: All Providers
From: Compliance Department
Date: 03/19/2025
Re: Providers in Los Angeles and Ventura Counties Impacted by Wildfires in 2025

Providers impacted by California wildfires in Los Angeles and Ventura Counties in 2025

In response to the 2025 fires and evacuations in Los Angeles and Ventura counties in California, Holman Professional Counseling Centers (the Holman Group) is revising its guidelines to help ensure our impacted members and participating providers have access to mental health related services by:

- Extending the duration of existing authorizations by 180 calendar days so providers can focus on providing care to enrollees rather than having to re-request prior authorizations for previously authorized services.
- Extending the minimum timeframes for contacted and non-contracted providers to submit claims to at least 365 days from the date of service.
- If the Holman Group believes it overpaid a provider, we will extend the minimum time for the provider to dispute the overpayment from 30 working days to 180 calendar days.
- For the minimum time period of March 19, 2025-Septemr 19, 2025, The Holman Group will allow displaced providers to deliver care from appropriate alternative settings; such as, mobile clinics or temporary locations.

Please contact the Holman Group's Provider Relations Department at 800-321-2843 if you have any questions.